

01-04-02

A

Docket No. 594P

THE COMMISSIONER OF PATENTS AND TRADEMARKS  
Washington, D.C. 20231

Sir:

"EXPRESS MAIL" MAILING LABEL NUMBER EL563079694USDATE OF DEPOSIT December 24, 2001

I HEREBY CERTIFY THAT THIS CORRESPONDENCE IS BEING DEPOSITED WITH THE  
UNITED STATES POSTAL SERVICE "EXPRESS MAIL POST OFFICE TO ADDRESSEE"  
SERVICE UNDER 37 CFR 1.10 ON THE DATE INDICATED ABOVE AND IS ADDRESSED TO:  
COMMISSIONER OF PATENTS AND TRADEMARKS, WASHINGTON, D C. 20231

THOMAS M. FREIBURGER, Reg. No. 27,063

SIGNED

DATE

*Thomas M. Freiburger*  
12-24-01

Transmitted herewith for filing is the patent application of  
Inventor: Kourim et al.

For: **SYSTEM FOR MONITORING AND ANALYZING THE PERFORMANCE OF  
INFORMATION SYSTEMS AND THEIR IMPACT ON BUSINESS PROCESSES**

Enclosed are:

- [X] Declaration for patent application (unsigned).
- [X] 26 pages specification and claims.
- [X] 2 pages abstract.
- [X] 5 sheets of drawings.

The applicants, Kourim et al., are a small entity.

The filing fee has been calculated as shown below:

| FOR:                      | Column<br>1<br>NO.<br>FILED | Column<br>2<br>NO.<br>EXTRA | SMALL<br>ENTITY<br>RATE | SMALL<br>ENTITY<br>FEE | LARGE<br>ENTITY<br>RATE | LARGE<br>ENTITY<br>FEE |
|---------------------------|-----------------------------|-----------------------------|-------------------------|------------------------|-------------------------|------------------------|
| BASIC FEE                 |                             |                             | \$370.00                | \$370.00               |                         | \$                     |
| TOTAL<br>CLAIMS           | <del>26</del> -20=          | *                           |                         | \$                     |                         | \$                     |
| INDEP.<br>CLMS.           | <del>2</del> -3=            | *                           |                         | \$                     |                         | \$                     |
| MULTIPLE<br>DEP.<br>CLAIM |                             |                             |                         | \$                     |                         | \$                     |
| TOTAL                     |                             |                             |                         | \$370.00               |                         | \$                     |

12/24/01  
JC887 U.S. PTO

JC973 U.S. PTO  
10/036266  
12/24/01

*(The following text is extremely faint and largely illegible due to low contrast and blurring. It appears to be a list or index of items, possibly names or titles, arranged in two columns.)*

[illegible]

Handfuly

Thomas M. Freiburger  
Reg. No. 27,063  
650 California St., 29th Floor  
San Francisco, California 94108  
(415) 781-0310